

Ncc-034221-18 Covert Phone recordings

1) Are Service Users clients customers the general public allowed to audio-visually record meeting and calls with your staff? If so, do they require permission or are they permitted to do so covertly? For e.g. with staff social workers police etc.

The only area that manage that work with customers and visitors face to face is County Hall and TBH reception. We have had customers who have recorded in reception but these are rare. To date we've allowed this to happen as to challenge may have provoked customers and my team are not equipped to manage this.

2) Do you have any guidance or policy for the public or service users to record calls when they speak to your staff

It is a 'matter of course' in the contact centre. Customers are told via the call routing system and staff are all made aware at interview and induction. It's the norm and, to date, has not been challenged. We do not have this written in policy currently

3) What is your organisations protocol on service users recording calls when they speak to your staff or call centres? Please provide a copy of your policy, procedure and guideline notes on this issue.

We don't really have one and wouldn't be aware if this was the case, unless the customer(s) told us. I don't think this would be an issue as we'd also have a recording of the same conversation. We do not have this written in policy currently

4) Do you Inform Users they can record. If the answer is no what is the reason for this please if so do send me a copy.

No and, we do not have this written in policy currently

5) are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in you policy document on the matter?

We don't have anything in place to make customers aware currently. We do not have this written in policy currently

6) Does your organisation have an "Unacceptable Behaviour" policy? If so, please can you provide me with a copy? Regarding court staff the public or the court itself.

Customer Service Standards (CSS) include expectations of our customers. These are available on the internet on the public accessible website. Please also see: [GUIDELINES FOR DEALING WITH HARASSMENT OF EMPLOYEES BY SERVICE USERS](#)

7) If such a policy contains points of objectionable behaviour such as telephones calls being recorded by the caller due to them being not necessary or unwanted or needed, and furthermore the staff members may feel threatened or apprehensive, are you aware that denying users the right to record calls goes against the current UK laws.

The CSS are more about courtesy and treating people with respect.

8) Are your policies and procedures compliant with the public right to audio-visually record

encounters with your staff, without their consent? If not, will you provide appropriate training for your staff so they are fully informed of the Public right to record? If so what law guides you a link or copy please?

A “right to audio-visually record encounters with your staff, without their consent”, as the right? This **not** universal. For example, if the purpose of the recording is to record on behalf of an organisation or for financial gain, then consent is required. There is provision in the Council’s Constitution for members of the public to record public committee meetings – paragraph 92 on page 5-12 (Constitution). The development of a policy addressing this area would take full account of all applicable laws in place, and necessary training will be provided. We do not have this written in policy currently

9) What is our organisations current charging policy for Freedom of Information requests (FOI) or Subject Access Requests (SAR)? If charges are applied are concessions available for those on low income or students?

No fee for either

10) What is your organisations complaints policy? Please can you forward me a copy? Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation?

See attached for policies – NCC Investigations wouldn’t routinely accept this as firm evidence because this type of evidence can be edited/alterd but there may be occasions in complaint investigations when we would agree to listen or view recording if it was made available and we were satisfied it was genuine